

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re patent application of

J. Steichen et al.

Serial No.: Unassigned

Group Art Unit: Unassigned

Filed: Concurrently

Examiner: Unknown

For: A COMPUTER METHOD AND APPARATUS TO ESTIMATE
CUSTOMER ARRIVAL TIMES USING TRANSACTION DATA

Assistant Commissioner of Patents
Washington, D.C. 20231

INFORMATION DISCLOSURE STATEMENT

Sir:

Under the provisions of 37 CFR §1.97 through §1.99 and pursuant to applicant's duty of disclosure under 37 CFR §1.56, applicant respectfully brings the following documents listed on the attached form PTO-1449, to the attention of the Examiner in charge of the above-identified application. A copy of the listed documents is provided herewith for the convenience of the Examiner. In compliance with the concise explanation requirement under 37 CFR §1.98(a)(3), the relevance of the related documents is discussed on page 2 and 3 of the subject application.

This citation does not constitute an admission that the references are relevant or material to the claims. They are only cited as constituting related art of which the applicant is aware.

It is respectfully requested that the listed references be considered by the Examiner and formally made of record in this application.

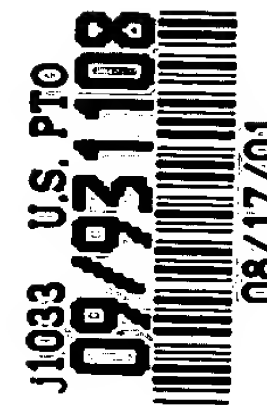
Please charge any deficiencies in fees and credit any overpayment of fees to attorney's deposit account no. 23-1951.

Respectfully submitted,



Samuel W. Ntiros
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LIST OF PATENTS AND PUBLICATIONS FOR APPLICANT'S
INFORMATION DISCLOSURE STATEMENT

(Use several sheets if necessary)

ATTY. DOCKET NO.
YOR920010657US1SERIAL NO.
UnassignedAPPLICANT:
J. Steichen et al.FILING DATE:
ConcurrentlyGROUP:
Unassigned

REFERENCE DESIGNATION

U.S. PATENT DOCUMENTS

EXAMINER INITIALS	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE (IF APPRO.)

FOREIGN PATENT DOCUMENTS

	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

			R. Larson, "The Queue Inference Engine: Deducing Queue Statistics from Transactional Data", Management Science, 26, no. 5, pp. 586-601 (1990).
			D. Bertsimas et al., "Deducing queueing from transactional data: the queue inference engine, revisited", Operations Research, 40, suppl. S217-S228 (1992)
			R. Larson, "The Queue Inference Engine: Addendum"m Management Science, 37, No. 8, pp. 1062, (1991).

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.